

**Community Advisory Committee
Quarterly/Annual Visitation Report**

County Orange	Facility Type <input type="checkbox"/> Family Care Home <input checked="" type="checkbox"/> Adult Care Home <input type="checkbox"/> Nursing Home	Facility Name: The Stratford Census: 76/77
Visit Date and day of the week Thursday, December 20, 2012	Time spent in facility 1 hours 15 minutes	Arrival time 3:30pm
Name of person(s) with whom exit interview was held Administrator		Interview was held <input checked="" type="checkbox"/> in person
Committee members present: Two Committee Members		
Number of residents who received personal visits from committee members 15-20		Report completed by:
Resident Rights information is clearly posted? Yes	Ombudsman contact information is correct and clearly posted: Yes	
The most recent survey was readily accessible (Required for NHs only – record date of most recent survey posted) :	Staffing information clearly posted? No	

Resident Profile	Yes No N/A	Comments/Other Observations (please number comments)
1. Do the residents appear neat, clean and odor free?	Yes	2. A resident complained that treatment by staff varied greatly among the many different caregivers. Another resident complained that staff shortages resulted in long wait-times for medication. 4. A holiday party was beginning when committee members arrived and many of the residents were making their way there to participate. 5a. Many staff members were not wearing nametags, which is becoming a persistent issue.
2. Did residents say they receive assistance with personal care activities? (i.e. brushing their teeth, combing their hair, inserting dentures or cleaning their eyeglasses)	No	
3. Did you see or hear residents being encouraged to participate in their care by staff members?	No	
4. Were residents interacting with staff, other residents & visitors?	Yes	
5. Did staff respond to or interact with residents who had difficulty communicating or making their needs known verbally?	Yes	
5a. Did staff members wear nametags that are easily read by residents and visitors?	No	
6. Did you observe restraints in use?	No	
7. If so, did you ask staff about the facility's restraint policies? (note: Do not ask about confidential information without consent)	N/A	

Resident Living Accommodations	Yes No N/A	Comments/Other Observations (please number comments)
8. Did residents describe their living environment as homelike?	Yes	9. There is still a slight, lingering odor on the hallway adjacent to the laundry room, as noted during previous visits.
9. Did you notice unpleasant odors?	Yes	
10. Did you see items that could cause harm or be hazardous?	No	
10a. Were unattended med carts locked?	N/A	
10b. Were bathrooms clean, odor-free and free from hazards?	Yes	
10c. Were rooms containing hazardous materials locked?	Yes	
11. Did residents feel their living areas were kept at a reasonable noise level?	Yes	
12. Does the facility accommodate smokers?	Yes	
12a. Where? (Outside / inside / both)	Outside	
13. Were residents able to reach their call bells with ease?	N/A	
14. Did staff answer call bells in a timely & courteous manner?	N/A	
14a. If no, did you share this with the administrative staff?	N/A	

Resident Services	Yes No N/A	Comments/Other Observations (please number comments)
15. Were residents asked their preferences or opinions about the activities planned for them at the facility?	Yes	15b. A holiday party was underway as the committee concluded its visit. The party was well attended. 17. Committee observed snacks being distributed, with a choice of several options. 17b. As usual, some residents expressed dissatisfaction with the quality of the food provided at the Stratford, but overall residents seemed generally satisfied and recognized limitations of kitchen staff.
15a. Was a current activity calendar posted in the facility?	Yes	
15b. Were activities scheduled to occur at the time of your visit actually occurring?	Yes	
16. Do residents have the opportunity to purchase personal items of their choice using their monthly needs funds?	Yes	
16a. Can residents access their monthly needs funds at their convenience? (#16 and 16a pertain only to residents on Medicaid/Special Assistance. NHs \$30 per month. ACHs \$66 minus medication co-pay and full cost OTC drugs)	Yes	
17. Are residents asked their preferences about meal & snack choices? (Adult Care Home residents should receive snacks 3X per day. Nursing Home residents should be offered snacks at bedtime.)	Yes	
17a. Are they given a choice about where they prefer to dine?	Yes	
17b. Did residents express positive opinions regarding their dining experience (the food provided)?	No	
17c. Is fresh ice water available and provided to residents?	Yes	
18. Do residents have privacy in making and receiving phone calls?	No	
19. Is there evidence of community involvement from other civic, volunteer or religious groups?	Yes	
20. Does the facility have a functioning: Resident's Council? Family Council?	Yes N/A	

Areas of Concern	Exit Summary
<p>Are there resident issues or topics that need follow-up or review at a later time or during the next visit?</p> <p>1.Concern of residents facing discharge. 2.Staff shortages and staff / resident interactions.</p> <p>Past Areas of Concern: 1. Staffing of main unit during night time hours. 2. Unpleasant smells on the 200 hallway. 3. Security of resident belongings.</p> <p>In the prior quarterly report the committee identified the above as areas of concern. During the current visit no resident specifically complained about staffing during the night, but the committee did follow up with the administrator about this issue. She assured the committee that staffing was adequate. The unpleasant smells were still present, as noted above; however, they seemed diminished as compared to prior visits. The committee did not interact with the resident who complained about a lack of security of resident belongings, nor did any other residents report this concern. The committee will continue to monitor these issues.</p>	<p>Discuss items from "Areas of Concern" Section as well as any changes observed during the visit. Give summary of visit with Administrator or SIC. Does the facility have needs that the committee or community could help address?</p> <hr/> <p>The CAC members met with the Administrator of the Stratford during an informative exit interview. The primary area of discussion related to the potential discharge of multiple residents due to new state regulations that determined they did not require personal care services-level care. Several residents specifically informed the committee about their serious concerns about "being put out on the streets." The Administrator informed the CAC that Stratford's corporate counsel was involved with all affected residents in an effort to document that their needs did justify continued residence at the facility. This is an issue very concerning to the residents and administration, as well as to the committee. We will continue to monitor the situation and offered any assistance we could provide.</p> <p>The CAC members also discussed the issues related to staff shortages and some staff being "clique-ish". The administrator heard our concerns and indicated she will monitor this situation.</p>

